

A message from Texas Health and Human Services.

EVV Revises Unallowable Phone Identification and Recoupment Policy

Effective Aug. 1, 2018, the Texas Health and Human Services Commission or the applicable Managed Care Organization and provider agency must adhere to the following revised policy. Revisions to the policy include:

- Non-fixed Voice over Internet Protocol (VoIP) are now allowable phone types
- A list of identified phone carriers that provide only wireless services
- A new resolution action of participating in the GPS Mobile Application Pilot when an unallowable phone type is identified

To read the full revised policy [click here](#).

For questions regarding this alert, please contact [HHSC EVV Operations](#).